

Residential Update.



ING's New Valuation Portal

A reminder that ING's new upfront valuation portal, Valocity will replace VMS on **1 April 2019**. This means that you will no longer be able to order upfront valuations from VMS as it will be decommissioned.

Valocity is a great tool that simplifies the upfront valuation ordering process at ING.

If you have not received your onboarding email from **1 April 2019**, please send your name and email address to [ING](#). A new login will be sent to you within 4 business hours.

Once you have received a Valocity login, please ensure you activate your login and start ordering your upfront valuations via Valocity. The Valocity Broker User Guide and FAQs are available [here](#).

Please ensure you include the valuation ID in your loan application notes section as this will assist us in matching the completed valuation report to your application.

MPA Non-Major Banks Roundtable 2019

ING's Head of Third Party Distribution, Glenn Gibson was joined by representatives from Suncorp, Adelaide Bank, ME Bank and Citi in the recent MPA Non-Major Banks Roundtable 2019.

In the hour-long session, the participants discussed the landscape for brokers following the Royal Commission report, areas in which the non-major banks are working on to improve turnaround times, credit lending policies and customer segmentation.

For more information view [here](#).

Upgrader Homeownership Survey

According to ING's Upgraders Homeownership Survey Report March 2019, upgrading into a new home is as stressful as starting a new job, planning a wedding or becoming a new parent.

To combat the challenge more than half (59%) of all survey respondents say they have or plan to use a stop-gap between selling their old home and buying their new one.

This includes almost a third (30%) who have or plan to rent, while nearly a quarter (24%) say they have or plan to move in with friends and family and 5% have or intend to use a hotel or motel.

Click [here](#) for more information.

Can we help?

If you have any questions about any of the information above, please contact your ING representative for more information.

Contact us

To learn more



Visit introducer.ing.com.au



Call 1300 656 226.



For the curious : Information is correct on the date of publication and is subject to change. All applications for credit are subject to ING's credit approval criteria. Fees and charges apply. Any advice in on this email does not take into account you or your customers' objectives, financial situation or needs and you should consider whether it is appropriate for you or your customers. Before making any decision in relation to a home loan product, you and your customers should read the Home Loans Terms and Conditions, Fees & Limits Schedules, and Credit Guide available at ing.com.au. or by calling 133 464. If you or your clients, have a complaint please call 133 464 at any time, as we have procedures in place to help resolve any issues you, or your client may have. Products are issued by ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823.

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